

Member Guidance

How to Renew an Individual or Family Membership



To renew your membership, you need to have created a Members Area account. If you are renewing memberships for your family, you have the option to create a family group. Please find instructions for both processes in the 'Membership User Guides' section of the [Join a Life Saving Club](#) page.

Please find instructions below for:

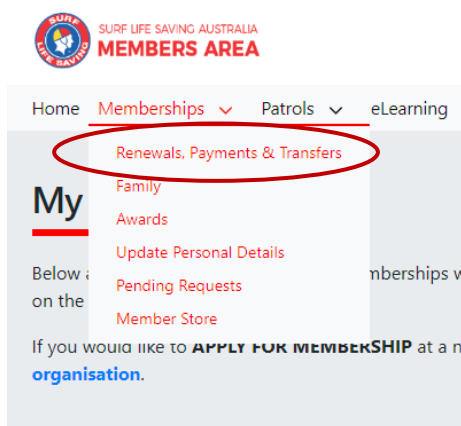
Section 1 - How to renew an individual membership

Section 2 - How to renew a family group membership

Section 1 - Complete the following steps to renew an individual membership:

Step 1. Login to your Members Area account at members.sls.com.au

Step 2. Click the dropdown next to 'Memberships' and select 'Renewals, Payments & Transfers'.



Step 3. Click the 'Renew' button listed next to your current club.

Step 4. A 'Membership Renewal' page will appear, and your details will be prefilled. Please check that your details are correct, noting that mandatory fields are marked with a red asterix. You cannot proceed without completing these fields.

Note: Ensure the correct season has been selected from the dropdown at the top of the page.

Step 5. Complete the declaration by ticking the box. Once complete, click 'Submit'.

I, the participant, agree to the use of this information by Surf Life Saving Australia for the purpose of research, statistical information and program development in accordance with the principles of the Privacy Act. In addition, I, the participant, hereby authorise the supply of a copy of my award to relevant parties.

Submit

Step 6. It is important to pay your membership fee after your renewal has been submitted. Click 'Make a payment' to be taken to the next step. Instructions for the payment process can be found page three (3) of this guide.

Section 2 - Complete the following steps to renew a family group membership:

Step 1. The primary member must login to their Members Area account at members.sls.com.au

Step 2. Click the dropdown next to 'Memberships' and select 'Family'. Now click 'Renew Memberships'.

My Family

FAMILY GROUP DETAILS

Create Family Group

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Action
VSO Family	3	Test Vic Club	Boaty McBoatface	Approved	View/Edit Renew Memberships Make Payment

Step 3. Tick the boxes for the family members that require renewal. Complete the declaration by ticking the box. Once complete, click 'Submit'.

	Member ID	First Name	Last Name	DOB	Membership Status	Membership Category
<input checked="" type="checkbox"/>	5754790	VS	Officer	01/01/2002	Active	Active (15-18 yrs)
<input checked="" type="checkbox"/>	6655009	Boaty	McBoatface	01/06/1986	Active	Active (18yrs and over)
<input checked="" type="checkbox"/>	5754797	Testy	McTesterson	01/01/1990	Active	Probationary

and all members of Family Group selected agree to SLSA Membership Declaration. To view Declaration [Click here](#)

Submit **Cancel**

Step 5. It is important to pay your group's your membership fees after your renewal has been submitted. On the confirmation screen, click 'Make a Payment' to be taken to the next step.

Making a Payment

Step 1. You must make a payment to complete your membership application. Please be aware that not all clubs use the SLSA Payment Gateway, so you will need to contact the club directly to make the payment where that is the case. It will be clear as to which clubs are included when you enter the name of the club into the 'Club / Organisation' field.

Please enter your payment details below. Fields marked with an asterisk (*) are mandatory.

* Club/Organisation

Start typing to get a list of possible matches

Step 2. Once you have selected the applicable club, you will see a list of their membership fees. You need to select 'Membership fee' from the drop-down options for 'Transaction Type' and complete all mandatory fields on the page, noting that you can include more than one transaction at a time. Once complete, click 'Next'.

Transaction 1

* Transaction Type

Membership fee

* Payment Details

Complete Name/Meaningful Payment details

* Amount

GST Inc. (\$dd.cc)



[Add another Transaction](#)

Total \$0.00 AUD

Payer's Details

* Payer's Name

* Contact Details

Phone Number or Address

Receipt Email Address

NEXT

Step 3. Follow the prompts to provide credit card details and complete the payment.

Frequently Asked Questions

What do I do if I have forgotten my password for the Members Area?

Click the 'Forgotten username or password?' link on the [Members Area login page](#). Select email or SMS to receive the reminder and then enter the relevant contact information, first name (ONLY) and date of birth. Click 'Send' to receive your username reminder and temporary password which can be reset once logged in to your account.

I have moved away from the membership confirmation window and missed the step to pay for memberships. How do I pay?

Go to pay.slsa.com.au and make your payment. As you have gone straight to the payment screen you will have to type the name of the club you wish to pay into the 'Club / Organisation' field. It's very important that you add the names of all members you are paying for as this is how the club will track the payment to your membership.

I am renewing my membership following a period of absence. What do I need to do?

The process to renew your membership is the same as above. However, if it has been longer than two years since you renewed a club membership it is likely that many of the details we have for you have changed. This information can be updated in your Members Area account, or you can contact your club to confirm what information they currently hold.

Who can I contact for further assistance?

If you need further assistance to renew your membership or encounter any 'error' messages please contact the [SLSA IT Helpdesk](#) or LSV's Club Support team via clubsupport@lsv.com.au / 03 9676 6930.